

# JOB OPPORTUNITY

Franchise Tax Board is an equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

☒ Permanent  
Full-time

☐ Permanent  
Intermittent

☐ Limited-term  
(Temporary)  
Length \_\_\_\_\_

☐ Formal Training  
and Development  
Assignment

Position Title: Systems Performance Specialist

Location: Central Office

Salary Range: 4333-5228

Classification: System Software Specialist 1

Section/Unit: E-Gateway - 710

Number of Vacancies: 1

**Job Description: (includes typical duties)**

FTB has an immediate opening for a Systems Performance Specialist to work in the e-gateway Unit. This position will be responsible for monitoring the e-gateway critical production applications. The incumbent will be using HP Openview, NT Performance Monitor and other programs to analyze system configurations for proper performance in production programs (e-file, K-1, EFT, etc.) Once a problem has been identified, documentation and resolution will be recommended and acted upon. Other duties will include but not limited to; system documentation, developing system capacity plans, identifying and documenting system enhancement needs and drafting of purchase orders.

**Required Knowledge, Skills, and Abilities:**

Technical knowledge and ability to support Microsoft Window NT operation systems.  
Ability to identify and resolve complex computer software/hardware problems.  
Experience installing NT 4.0 operating systems  
Ability to communicate with all levels in the organization both in writing and verbally  
Knowledge/experience of the advanced principles and practices of software troubleshooting.

**Desirable Experience/Qualifications:**

Experience with UNIX  
HP Openview  
TCP/IP Networking, Windows 2000, SQL Server, NT Performance Monitor

Mail or hand deliver your application by: Position available until filled

Contact Person: Archie Monico Telephone Number: (916) 845-7368

Address/Room Number: PO Box 550, Sacramento, CA 95812-0550, Attention: Exams

Special Instructions: Route to MS A-1, Unit 710 Applications will be screened and only the most qualified will be interviewed. Include both STD 678 and resume.

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list or have reinstatement eligibility. Applications will be screened and only the most qualified applicants will be interviewed.

All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation. The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

Franchise Tax Board's TDD telephone number is (800) 822-6268.

The California Relay Service telephone numbers are: (from TDD Phone) (800) 735-2929; (from Voice Phone) (800) 735-2922.